

department for

education and skills



Department
of Health

*National Service Framework
for Children, Young People
and Maternity Services*

CHILDREN'S VERSION



Children's Version

**1 is that you are wonderful and
we want you to stay that way.**



Being **you** is outstanding– all those bits of your body that have to work O.K – your brain and your breathing; your tongue and your tummy; your eating and your drinking; your chat and changes at puberty; your running and your learning.

You can do all this brilliantly by yourself most of the time especially if you look after yourself like eating well and taking lots of exercise - stuff like that.

But sometimes you may need some help – when you don't feel so well, when you don't feel so happy, when something goes wrong with you.

Then all those people around you are there to help – your parents, your friends, your teachers and your nurse at school, your family doctor and even sometimes the doctors and nurses in hospital.



2 is that we want to tell you the truth.

If you have to see the doctor or nurse or someone who can help because you are not so well – we want them to understand everything that you need to make you better. We also want them to ask you what YOU want, when YOU want it, and how YOU want it.

We've already been asking you about what you want help about from the health services and here are some of the things.

- how to eat well, stay fit, have a good time
- be happy
- stop people from bullying or abusing you
- not harming yourself
- good information for you about your health
- not getting hurt in accidents
- things you tell the doctor not being told to anyone else if you don't want them to be
- what to do yourself when you get sick





3 is for us to be thoughtful and get things right.

We need to go on knowing from you what it is that you want from our health services and how they can be improved. So we would like to hear from you about how you feel about when you have been to hospital, seen a doctor or nurse or someone else to do with the health services. You can do this by contacting your local PALS service.

We also want to try and go on giving you really helpful information about your health on the internet – so if you need help or have a health question do try one of the following telephone numbers or websites.

- Childline 0800 1111
or www.childline.co.uk
- NHS Direct 0845 4647
- www.teenagehealthfreak.org
- www.ruthinking.org
- www.givingupsmoking.co.uk





4 is that it is fortunate that most of your body can stay so well most of the time but.....

You may need to see a doctor or nurse either at your local family doctors or at your local hospital. If you do – then we want to make sure that all the people that you see there realise how fantastic you are and that they look after you properly and make sure that they:

- Have respect for you
- Help your parents help you
- Involve you in all decisions about your treatment
- Be nice and polite to you
- Have someone around who can talk your language
- Be sensitive to what you need and want
- Know about your culture and religion
- Get you any special equipment you may need
- Make sure that you can keep up with your school work if you have to be in hospital



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